



Desktop Services Manager

Department: Information Systems Technology

EEO Code: 21

Class Code: 1374

FLSA: E

Effective: 01/03/1996

GENERAL STATEMENT OF DUTIES:

Under general direction; performs work of considerable difficulty in planning, coordinating and supervising the operations of the Information Center section within IST; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Plans, coordinates and supervises the operations of the Information Center section; develops goals, objectives and procedures for section and reviews and evaluates performance in relation to established goals; supervises County's micro-computer analyst staff, including planning and coordinating workloads and schedules, evaluating work performance, determining training needs, coaching, and recommending personnel actions; develops and maintains strategic micro-computer architecture to meet County business needs; develops and maintains standards for micro-computer hardware and software; provides for end user training on supported hardware, software and decision support systems; performs product research on new technologies; develops micro computer policies and procedures for the acquisition, implementation and deployment of micro-based systems; provides overall strategic direction of end-user computing; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Considerable knowledge of modern supervisory principles and practices and organization dynamics; of micro-computer technology.

Considerable skill in developing and maintaining good working relationships with internal and external customers.

MINIMUM EDUCATION AND EXPERIENCE:

Bachelor's degree in information systems or related field and five years of supervisory experience in data processing concentrated in micro computer systems; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
